

DIFP Statistics Claim Reporting Portal User Sign-up Manual

MISSOURI DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND PROFESSIONAL REGISTRATION

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Summary

To further assist our patrons, Statistical Claim/Data reports can now be created, updated, and closed online through DIFP Statistics Claim Reporting Portal. This tutorial guides users through the online system for account creation, account management, and claim/data management. This guide does not provide information about requirements or regulations.

Site Address

<https://apps.difp.mo.gov/ProfLiab/Login.aspx>

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Account Management

Users require an approved account to create, update or close claims/data. New users must create an account and received approval prior to creating, updating, or closing claims/data. Existing users will need to sign in to manage their account information.

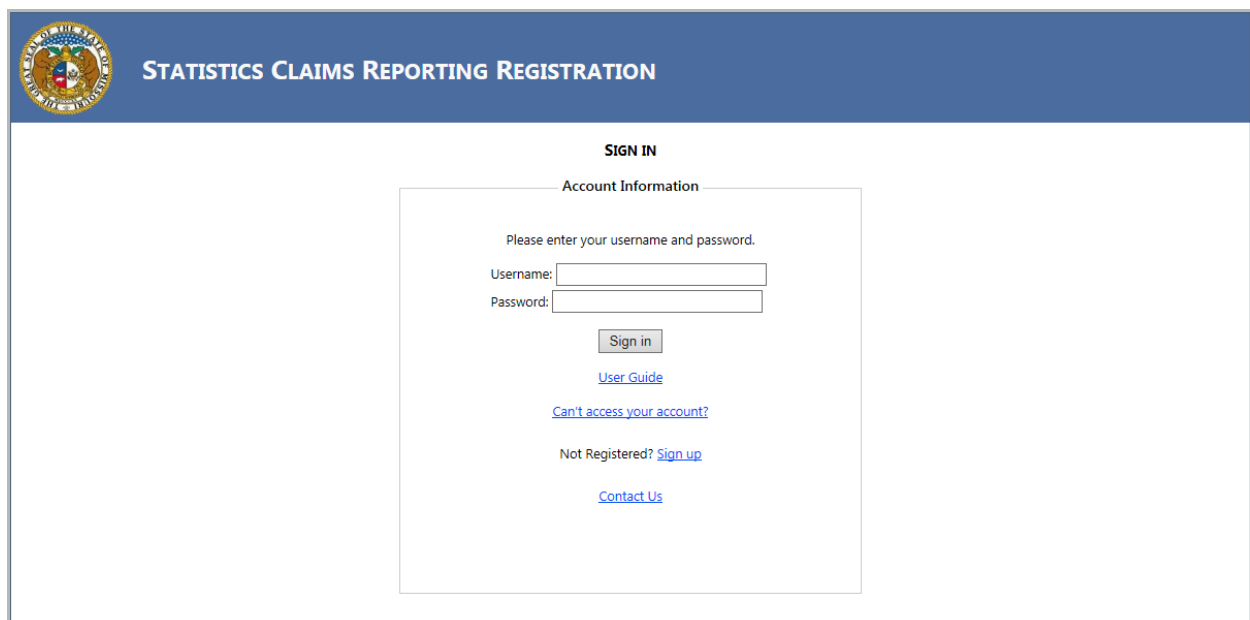
Account Registration

Required Information: Users will need to create and/or provide the following information when registering for an account with DIFP:

- Create a User Name
- Provide a valid Email Address
- Create a Password
- Provide valid NAIC number(s)
- Provide Contact Name
- Provide Contact Phone Number
- Provide Contact Address Information

Registration Process

New users must register with DIFP to gain access to the application. Begin the account creation process by navigating to the Medical Professional Liability Insurance Claim portal located on the internet at <https://apps.difp.mo.gov/ProfLiab/Login.aspx>.




The screenshot shows the 'SIGN IN' page of the 'STATISTICS CLAIMS REPORTING REGISTRATION' portal. The page has a blue header with the Missouri Department of Insurance, Financial Institutions and Professional Registration seal on the left. The main content area is white and contains a 'SIGN IN' section. Below the header, the text 'Account Information' is centered. A prompt 'Please enter your username and password.' is followed by two input fields: 'Username:' and 'Password:'. Below these fields is a 'Sign in' button. Further down are three links: 'User Guide', 'Can't access your account?', and 'Not Registered? Sign up'. At the bottom of the sign-in section is a 'Contact Us' link.

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Once you navigate to the site, in the middle of the screen on the 'Sign In' page, click the hyperlink titled **Sign up**. The hyperlink will redirect you to the Registration Page.



The screenshot shows the 'STATISTICS CLAIMS REPORTING REGISTRATION' page. At the top left is the Missouri Department of Insurance, Financial Institutions and Professional Registration seal. The page title is 'STATISTICS CLAIMS REPORTING REGISTRATION'. Below this is a 'REGISTER' section. Inside the register section, there is a box titled 'Account Information' with the following text: 'Please complete the fields below. All fields are required.' and 'If you already have an account please click [Here](#)'. The form fields are: Username, Email, Password (with a 'Help' link), Confirmation Password, Contact First Name, Contact Last Name, Contact Title, Contact Phone Number, Contact Street Address, Contact City, Contact State (a dropdown menu), and Contact Zip Code. A 'Register' button is at the bottom of the form. Below the form, there is a red error icon and the text: 'When this symbol appears, an error has occurred in the associated field, hover over symbol for error message'.

Complete the information requested on the form:

Username: Create and type your username in the textbox provided. Your username can be your email address, company name, personal name, etc.

Email: Provide a valid email address in the textbox provided. After creating your account, you will receive emails pertaining to your account and claims. Be sure to keep this information updated.

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Password: Create a password, which consists of at least eight characters. Include at least one upper case letter; one lower case letter; and one number or special character. Type the password you created into the textbox provided.

Confirmation Password: Retype your password into the 'Confirmation Password' text box to verify the password match. If the passwords do not match, please correct any errors or typos.

Contact First Name: Enter the account contact first name.

Contact Last Name: Enter the account contact last name.

Contact Title: Enter the account contact title.

Contact Phone Number: Enter the primary phone number for the account in which you are registering.

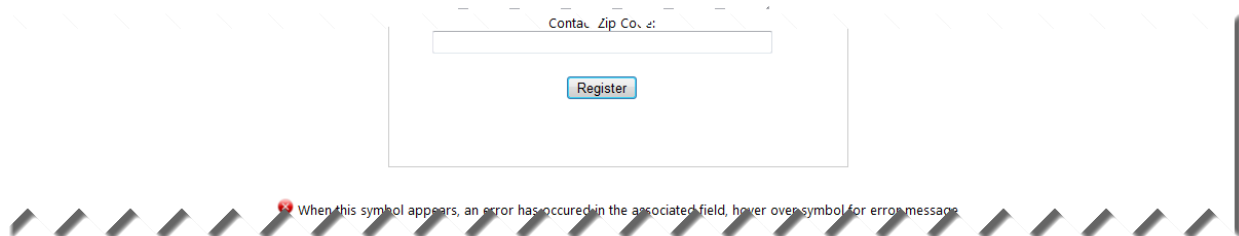
Contact Street Address: In the text box provided, enter the street address for which the account will be register.

Contact City: Enter the name of the city for the account in which you are registering.

Contact State: From the drop down menu, select the state associated with the address provided above.

Contact Zip Code: Enter the zip code associated with the address provided above.

After you have entered all the requested information, click the **Register** button to continue with account creation. The depiction of a red 'x' next to a field indicates an error associated with field requirements. *Follow prompts provided to correct online registration inconsistencies or errors.*



After successful completing of part 1 on the registration form you will be directed to company and forms pages. Here you will select all company(s) associated with your account. You will also select which forms are associated with each company you register for.

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Search for Companies by NAIC Code:

FIND COMPANY

Review

MP = Malpractice Company

Find Company: Enter the NAIC code for the company you wish to register.

Next click Find Company.

The next screen will allow you to verify you have the correct company and select the form or forms you need associated with this company.

Search for Companies by NAIC Code:

1235

FIND COMPANY

You have selected 1 company(s)

1235 - ANCE COMPANY OF MISSOURI **X**
☐ Commercial Liability ☐ Legal Malpractice ☐ Medicare Supplement ☐ Mortgage Guaranty ☐ Product Liability ☐ Real Estate Malpractice ☐ Dram Shop

Review

MP = Malpractice Company

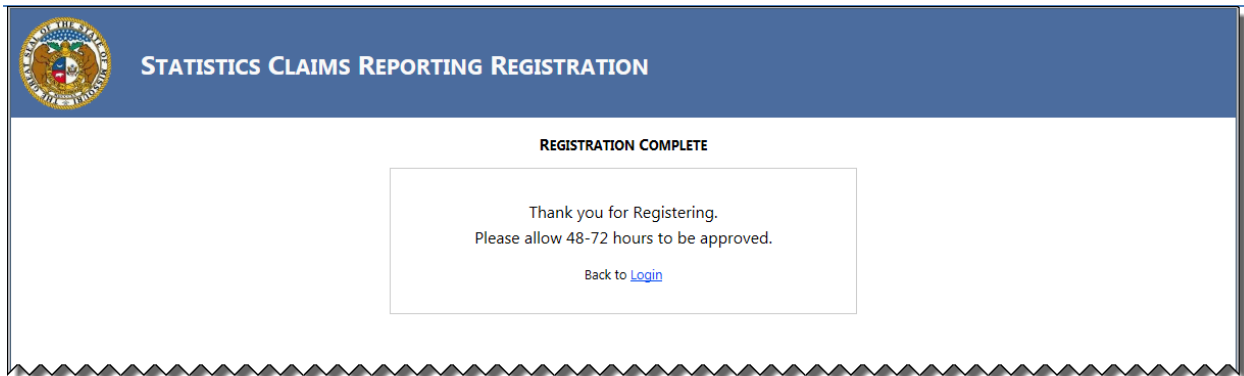
If the company select is incorrect you can delete this entry by clicking on the red “X” after the company name.

Before selecting the **Register** button, confirm you have all company(s) listed that will be associated with your user account.

After selecting the **Register** button, the webpage redirects to the *Registration Complete* page. You will also receive an email notification verifying your registration.

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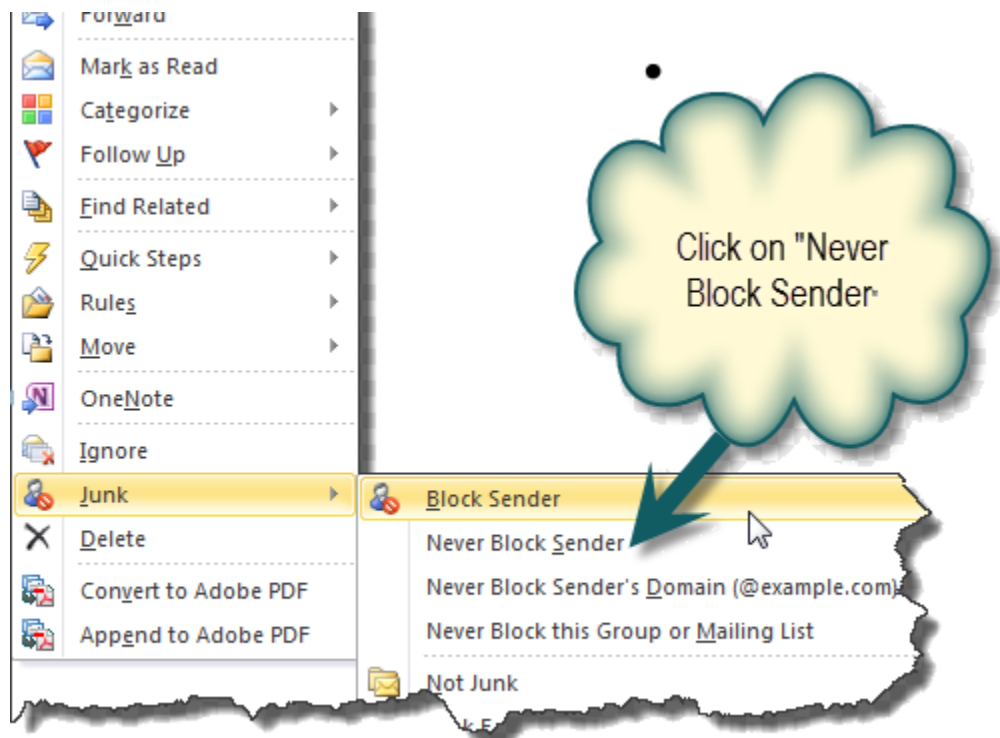
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It is important to note that processing registrations can take up to 48-72 hours before account approval. You will receive a confirmation email, once the account is accepted.

Don't See Your Email

If you do not see your confirmation email, check your **Junk** email folder. If you find it in the **Junk** folder, **Right Click** on the email title and then move down to **Junk** and then select **NEVER BLOCK SENDER**.



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Contact Us

Contact the Department of Insurance, Financial Institutions, and Professional Registration, Statistics Section, for help with claims/data by email at: Statistics@insurance.mo.gov.

User Guide

This User Guide can be obtained from the **User Guide** menu as well as from the DIFP web site at http://insurance.mo.gov/industry/filings/stats/Stats_Portal_User_SignUp_Guide.pdf

Logout

Before closing the application, be sure to logout. To logout, select the Sign Out hyperlink at the top right corner of the page. Upon successful logout, the system redirects you to a confirmation page.